

# ***First Steps Family Survey***

## ***Statewide Summary***

### ***May 2014***

**Total surveys mailed out: 5,070**

**Number of surveys returned: 1093**

1. How old is your child?				
119 (10.89%)	272 (24.89%)	574 (52.52%)	116 (10.61%)	11 (1.01%)
Less than one year	1 yr - less than 2 yrs	2 yrs - less than 3 yrs	3 years and over	Did not answer
2. At what age did your child first begin receiving First Steps services?				
551 (50.41%)	272 (24.89%)	210 (19.21%)	3 (0.27%)	57 (5.22%)
Less than one year	1 yr - less than 2 yrs	2 yrs - less than 3 yrs	3 years and over	Did not answer
4. It was easy to learn about First Steps.				
551 (50.88%)	449 (41.46%)	73 (6.74%)	10 (0.92%)	0
Strongly Agree	Agree	Disagree	Strongly Disagree	Does Not Apply
5. It was easy to find out if my child was eligible for services.				
598 (55.01%)	448 (41.21%)	38 (3.50%)	3 (0.28%)	0
Strongly Agree	Agree	Disagree	Strongly Disagree	Does Not Apply
6. It was easy to obtain the services that are needed for my child and family.				
643 (59.32%)	389 (35.89%)	46 (4.24%)	6 (0.55%)	0
Strongly Agree	Agree	Disagree	Strongly Disagree	Does Not Apply
7. Only necessary services were included in Individualized Family Service Plan (IFSP).				
626 (58.12%)	425 (39.46%)	23 (2.14%)	3 (0.28%)	0
Strongly Agree	Agree	Disagree	Strongly Disagree	Does Not Apply
8. When my child was evaluated, all concerns about my child's development raised by me and others were addressed.				
769 (70.88%)	302 (27.83%)	9 (0.83%)	5 (0.46%)	0
Strongly Agree	Agree	Disagree	Strongly Disagree	Does Not Apply
9. The results of my child's assessments or evaluations were explained to me in ways I understood.				
766 (70.47%)	313 (28.79%)	5 (0.46%)	3 (0.28%)	0
Strongly Agree	Agree	Disagree	Strongly Disagree	Does Not Apply
10. I received information and explanations about our family's rights to file a child complaint.				
676 (62.42%)	347 (32.04%)	51 (4.71%)	9 (0.83%)	0
Strongly Agree	Agree	Disagree	Strongly Disagree	Does Not Apply
11. I received information and explanations about our family's parental rights.				
703 (65.15%)	353 (32.72%)	22 (2.04%)	1 (0.09%)	0
Strongly Agree	Agree	Disagree	Strongly Disagree	Does Not Apply
12. I feel the service coordinator listens to me and encourages my opinions.				
759 (69.95%)	301 (27.74%)	23 (2.12%)	2 (0.18%)	0
Strongly Agree	Agree	Disagree	Strongly Disagree	Does Not Apply
13. Our service coordinator helps my family get the services we need in a timely manner.				
733 (67.50%)	310 (28.55%)	37 (3.41%)	6 (0.55%)	0
Strongly Agree	Agree	Disagree	Strongly Disagree	Does Not Apply
14. In creating our IFSP, I am asked about areas where our family feels things are fine and where we feel we need help.				
771 (70.93%)	299 (27.51%)	17 (1.56%)	0 (0.00%)	0
Strongly Agree	Agree	Disagree	Strongly Disagree	Does Not Apply
15. Our family receives all the services listed in our IFSP.				
760 (70.24%)	300 (27.73%)	20 (1.85%)	2 (0.18%)	0
Strongly Agree	Agree	Disagree	Strongly Disagree	Does Not Apply

16. All the services I felt necessary were included in the IFSP.					
737 (68.30%)	309 (28.64%)	28 (2.59%)	5 (0.46%)	1	
Strongly Agree	Agree	Disagree	Strongly Disagree	Does Not Apply	
17. First Steps service providers were effective and knowledgeable in working with my child's disability.					
768 (71.58%)	290 (27.03%)	13 (1.21%)	2 (0.19%)	0	
Strongly Agree	Agree	Disagree	Strongly Disagree	Does Not Apply	
18. Our First Steps service providers listen to me and respect my opinions.					
810 (75.28%)	257 (23.88%)	9 (0.84%)	0 (0.00%)	0	
Strongly Agree	Agree	Disagree	Strongly Disagree	Does Not Apply	
19. First Steps services give my family the tools to directly improve my child's development.					
774 (72.00%)	282 (26.23%)	16 (1.49%)	3 (0.28%)	0	
Strongly Agree	Agree	Disagree	Strongly Disagree	Does Not Apply	
20. Our services included in the IFSP were explained so that I understood them.					
759 (70.54%)	311 (28.90%)	6 (0.56%)	0 (0.00%)	0	
Strongly Agree	Agree	Disagree	Strongly Disagree	Does Not Apply	
21. I believe the services my child and family receive are appropriate and necessary.					
794 (73.65%)	269 (24.95%)	12 (1.11%)	3 (0.28%)	0	
Strongly Agree	Agree	Disagree	Strongly Disagree	Does Not Apply	
22. IFSP meetings are scheduled at a time and place that are convenient for me and my family.					
798 (74.44%)	262 (24.44%)	11 (1.03%)	1 (0.09%)	0	
Strongly Agree	Agree	Disagree	Strongly Disagree	Does Not Apply	
23. Over the past year, First Steps services have helped me and my family:					
a. Participate in everyday routines.					
659 (62.64%)	369 (35.08%)	21 (2.00%)	3 (0.29%)	0	
Strongly Agree	Agree	Disagree	Strongly Disagree	Does Not Apply	
b. Feel more confident in my skills as a parent/guardian.					
666 (63.07%)	366 (34.66%)	23 (2.18%)	1 (0.09%)	0	
Strongly Agree	Agree	Disagree	Strongly Disagree	Does Not Apply	
c. Understand my child's needs.					
720 (67.80%)	321 (30.23%)	20 (1.88%)	1 (0.09%)	0	
Strongly Agree	Agree	Disagree	Strongly Disagree	Does Not Apply	
d. Be more optimistic about my child's future.					
727 (68.26%)	316 (29.67%)	21 (1.97%)	1 (0.09%)	0	
Strongly Agree	Agree	Disagree	Strongly Disagree	Does Not Apply	
24. We are able to find and use the services and programs available to us.					
659 (61.53%)	377 (35.20%)	33 (3.08%)	2 (0.19%)	0	
Strongly Agree	Agree	Disagree	Strongly Disagree	Does Not Apply	
25. We know who to contact and what to do when we have questions or concerns.					
753 (69.72%)	316 (29.26%)	8 (0.74%)	3 (0.28%)	0	
Strongly Agree	Agree	Disagree	Strongly Disagree	Does Not Apply	
26. Our family is better off because of the First Steps program.					
773 (72.11%)	273 (25.47%)	22 (2.05%)	4 (0.37%)	0	
Strongly Agree	Agree	Disagree	Strongly Disagree	Does Not Apply	
27. Our child is better off because of the First Steps program.					
815 (76.03%)	235 (21.92%)	18 (1.68%)	4 (0.37%)	0	
Strongly Agree	Agree	Disagree	Strongly Disagree	Does Not Apply	
28. Our family used the help of our Service Coordinator:					
285 (27.51%)	297 (28.67%)	428 (41.31%)	26 (2.51%)	0 (0.00%)	
Weekly	Bi-Weekly	Monthly	Every six months	Annually	

# *Annual First Steps Family Survey 2014*

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This has been a wonderful opportunity for our family. I hope many others will continue to benefit from this program.

Great program and wonderful service providers! They were knowledgeable, caring, enthusiastic and very supportive of our son and our family. We are deeply grateful to them for their help and credit them with great improvements our son made in the last 18 months.

I greatly enjoy everything First Steps has to offer. I like all the staff who work with my child. She is a blessing. She helped me out a lot when I couldn't get Medicaid up and going.

First Steps has been an outstanding resource to me, my son and our family. We are so thankful for this program, we have learned so much. I believe a huge reason why my son is doing so well is because of the therapy services we've received through First Steps.

First Steps helped me and my 3 kids on what we needed help on.

Our service coordinator worked so hard to give us everything we needed. We will miss her. She was very optimistic yet remained realistic. She listened to me and I'm confident that I not only gained a knowledgeable therapist but also a friend.

My son really enjoys his time with his speech therapist.

Our family is more than content with all the services my son receives. It is not only helpful but very informative to see them so involved with our son. First Steps is definitely part of our family.

Our service coordinator has been wonderful. We are also very pleased with our service providers. We are also very happy to learn that First Steps will continue through the summer for my child with a summer birthday so they will be no gap in services before she starts with our school district. First Steps services have helped our daughter tremendously. Thank you.

Service providers, specifically special instructors, need more training in autism and what is and what is not joint attention. Speech and language therapy needs to be offered when the child is verbal because the "language" part is still deficient. Respite care needs to be offered and therapy more than an hour a week needs to be offered. Parent training is not appropriate in cases where it has been proven time and time again that intensive early intervention is the best possible treatment. Stop making our children go without because you don't want to spend the funds to help.

Such a kind person, gentle, knowledgeable, and patient. She deserves a raise!

Good experience with first steps, but I was disappointed at the end because the transition to the ABA team has gone very slow.

We love our therapist. She was amazing! Wish she were still with 1st steps. Equipment takes so long to get my child has often grown out of it by arrival.

Our family loves First Steps! Our therapists are beyond awesome and our Service Coordinator could not be more friendly or helpful!

Just keep the great work up with your children and all the work you do. Thank again for everything you guys do.

I could not ask for a better person than my son's speech therapist. She always stayed friendly, kind, and resourceful. Both of my boy's love her.

If it wasn't for Parents As Teachers, I could not had known about First Steps.

First Steps is amazing! My child has so many services and equipment available for her that would not have been possible without the help of First Steps!

She is great with my baby, gentle, kind and warm hearted. She also educates me about therapy that I can provide until our next visit. First Steps is an excellent program.

We are so thankful for this program. Without our special instructor and our PT our son would not have advanced as quickly and as well as he has.

Very blessed that such a program exists and helps our children. My child has done exceptionally well with the help of First Steps. I don't know where we'd be today without these services. Thank you!

They are very kind and helpful. All of my kids love when she comes for a visit.

We have been through First Steps for two of our children. It has been easier the second time through. We know what to expect. All of our therapists have been wonderful as we as our service coordinator.

We have had a great experience so far. Our PT, and our coordinator are very receptive to our needs, and address concerns.

The First Steps program has been and is a blessing for my family. My daughter is progressing so very well. Without this program she would be struggling with speech and language development. She is a cochlear implant recipient and uses a high powered hearing aid on her left ear. The Moog Center for Deaf Education helps her in so very many ways and they help me implement what I have learned from them in our everyday routine. Without the help of First Steps we would not be able to afford her school needs, equipment, etc. We are very grateful. The you from our hearts.

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My child responds well, our provider is very flexible, she works well with a visit to our daycare and teaches our daycare providers what to focus on. She is very encouraging!!

I found it hard to respond to many of the questions honestly. My service coordinator is "ok" but seems more about following procedure, checking boxes and paper work than being an advocate for my son. She's gotten better over time. I feel the service providers are good but not empowered to adjust needs mid term. Since they know my child's day-to-day struggles better than the service coordinator that presents a problem and provides room for frustration. Also F.S. is slow moving which is not the best when you want your child to get help in a timely manner.

Wonderful Program. Therapists have been super!

I love that my child is able to receive services through First Steps! What an asset has it been to us and our son!

We love our PT and OT. They are wonderful with my daughter and my daughter loves them.

My daughter would not be where she is physically, mentally or emotionally without MO First Steps.

First Steps has been such a huge help to our family. Without it I don't believe my child would be as far along as he is now. The services we have received have shown us the light at the end of the tunnel.

We've been in the program two months.

We met with service coordinator but we are not scheduled to see her again for 6 months. I think speech therapy should be more than once a week with my child. We feel like she needs private therapy to supplement first steps. I'm also uncertain whether my child can get ABA therapy through first steps if necessary.

I'm so grateful that my son was able to participate in this amazing program. I was helpless before we started our journey with First Steps. Now he has come so far and there is great change in the way he is able to communicate with me and others. Thank you so much. Our provider is wonderful, I love her to death and even my son when I tell him he's going to see her is so happy and gets up to start his day because of her.

Our PT was and still is extremely helpful with our son and he has improves so much since she has been helping. Thank you.

With First Steps, my son has greatly improved and is on track. Having an unexpected NICU stay and the unknown of my son's stroke. Our providers are my life savers, helping and all their support. I cannot thank you enough.

Love our OT.

We are very grateful for First Steps and the therapy is done at our home. Due to our daughter's heart conditions, it was not recommended we expose to illness and outside therapy so First Steps has been a blessing to us. With the guidance and weekly sessions we have seen huge differences in our daughter and we ask for ways we can continue pushing her. Our therapist is great and we enjoy working with her.

Our coordinator was/is great. She did everything she could to make it happen. If she couldn't help, she found someone who could in the time of need. Our child enjoyed seeing his therapists even if they made him work.

The program has extremely helped with our sons needs and since he has gained so much knowledge and help and the family has also been encouraged to keep his routine. Thank you to the first steps program.

We have the best team for our child. Personalities fit perfect. Everyone's knowledgeable, kind and always on top of appointments. We are grateful for First Steps.

First Steps was a wonderful resource and a huge blessing to us as foster parents and to our foster child. Thank you.

We are very pleased with our PT and OT providers. They go above and beyond to do what is best for my son.

Our service providers have been wonderful. Our son has made great progress with their help in just a few months.

If it wasn't for my caseworker, I wouldn't have known about First Steps or the fact that my daughter had a speech delay.

First Steps helped our son in an area he struggled in. Everyone is very nice and easy to work with. Thank you.

We have been using First Steps in our home since we brought our 4 month old son home. Now our youngest uses the same therapists as my son. The therapists are wonderful. We moved from St. Charles to Warren county about 2 months ago. Because of how well my daughter took tot hem, we were able to make it work for her therapists to come see her at our hew home. These girls are amazing, couldn't ask for anyone better!

We are extremely grateful for the services that First Steps has provided us with!

We absolutely love our PT, OT and vision therapists. This program is wonderful, helpful and has given us much hope for the future progress of our child. We're thankful for First Steps and the resources it provides.

The service coordinator is new and still learning the ropes. I do feel like at times this is just a job and she could care less about my child's need or my needs as a parent.

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Our service coordinator is super. Unfortunately for our child, services are hard to find. First Steps needs to have more audiologists, speech therapists, and hearing services to their lists.

Our speech therapist is absolutely amazing and our child adores her. Cannot say enough good things about her.

We absolutely love our provider! She provided me the encouragement I needed to keep on trucking throughout those difficult times. We knew my child could overcome his challenge - it was the waiting game for us for the most part but I appreciated her support beside the guidance and aid she provided my kid.

Thank you so much, it's a blessing!

Overall we had a very good experience.

I have nothing but wonderful things to say about our time in this program. Our service coordinator is so wonderful. She is very knowledgeable and prompt when we have any questions. Dealing with an almost 2 year old that doesn't talk can be very stressful but with her help we have been given the tools to help and encourage our child. I'm so excited to see how far she can go with the help of First Steps. Thank you isn't enough to express what this program has done for our daughter and family!

We are so thankful for the First Steps program!

We are so thankful for all the services that First Steps has provided for our family!

I'm seeing improvements every day with my daughter.

First Steps has been wonderful for our son. Our service coordinator has been so great to work with and we have her to thank for our son's miraculous improvement!

Our service coordinator does not contact/check in unless it's time for an IFSP meeting. I haven't found my experience with her to be positive in the least. The service provider that we use has been phenomenal.

I only found out about First Steps because of parents as teachers ( which I only knew about because I am an educator). Otherwise I wouldn't have known about this great program. I've been working with three different providers and they all have all greatly helped our family (OT, speech and ABA). Our coordinator has also been so helpful.

Love our PT -. She is wonderful!

The only reason I marked disagree for the #4 question is because my son was having speech problems before his first birthday, but I wasn't aware of any help or programs for a child that small. But our pediatrician referred us and then we began a road to success. My sons speech teacher is amazing! She is a miracle worker. Our family is so lucky to have such a dedicated wonderful person to help us with our sons disability. Thank you!

I'm not sure what our family would do without the First Step Program!

First steps has been life changing for my family. They have helped my daughter communicate and express herself so that she feels heard. My service coordinator and therapist are always there to listen, encourage and train me to better help my daughter.

Our OT, PT and coordinator are awesome and great with my child.

I know that first step is a developmental model and not a medical, but when your doctor feel that the patient needs more therapy and it may be only adding an extra week (one day a month we should think about possibly adding more help) It was explain to me but this is just a suggestion.

Our First steps plan initially included PT 1 to 2 times per month. At our NICU follow up visit, the neonatologist wrote a prescription/order for PT once a week. When I called our PT and coordinator to ask about this they initially didn't want to do this or change our plan, which was frustrating. However, a few months later they agreed to do weekly PT. But it was frustrating at the time!

My child has done super since his speech has been helped by his therapist. She's amazing and we are so grateful for her.

Love them so helpful!

Our provider always goes above and beyond our daughters needs are! She is the best at what she does! We love them all! Will be sad to not see them anymore!

I love our therapist and coordinator! They are great!

I am really happy with how everything has been going with the First Steps program. I learned how to communicate better with my child to where he might understood better. And he has learned a lot and been doing a lot better since he has been an the program.

We've come across a little bit of trouble with our RD - taking advantage of our time and not arriving when scheduled. It used to be 5 to 10 minute late and progressively has worsened. Being that she arrives 30 minute late. At which point, we should reschedule because that's incredibly inconsiderate.. Our service coordinator hasn't been helpful in the past unless I become stern about my child's needs. Things have been fine with her recently. Otherwise, our OT is the most wonderful woman on Earth. And we are super blessed to have First Steps.

Our weekly speech therapist is outstanding. Extremely resourceful, encouraging and helpful! However, I'm very disappointed with our coordinator, several items have slipped off the charts, one being enrolling my son in KinderKare also I feel she is preoccupied with a lot on her plate. I have had to make all request and touch base with her. None of her touching base with me to see how things are going. Also, I am very nervous when she goes on maternity leave this summer that I am going to miss opportunities for my son moving forth.

We love the program and find it very helpful for our son. She is so sweet and caring and is always willing to help. We love her.

We loved our OT. Our son formed an amazing relationship with her and gets excited to see her every week. As far as qualifying for first steps: The amount of time a child has to be delayed in development to qualify for services is ridiculous. A child should be able to receive services for a lesser delay than half their age. Many children will fall through the cracks and not get the help they need having this requirement. This is very sad and should be revised!

While our providers are great the model used to provide services is not ideal. I feel that having two providers at once reduces the effectiveness of the time spent. The alternative presented due to "policies" is worse, having one provider being "taught" by other providers to be a "jack of all trades" in regards to each patient is ridiculous but alone a rich or poor care. One person simply is not able to do all necessary therapies for children with severe co-morbidities. Our children are being cheated for the sake of budget cuts and saving money. This is a huge disservice to our children and things need to change.

One provider is constantly rescheduling, It may be a few days ahead of our appointment or day of the appointment. It's quite frustrating. Also, I never got a copy of our goals we set in the IFSP meeting.

Amazing PT/OT therapist for our daughter. She is in contact with me on a monthly basis. She can always schedule intake on my foster children within 48 hours.

My experience has been wonderful. My daughter automatically qualified due to her diagnosis. I only wish I would have pursued it earlier!

Excellent! We are grateful!

She has a good way of getting our child to do things without him feeling like it is work. She has wonderful ideas and perceptions that are very intuitive. She could really get him engaged with speaking and eating. She kept us updated on his milestones and what to work towards next.

Our service does not communicate well with us SI therapist which makes it difficult at times. The SI has gone above and beyond and has been a great resource and wealth of info! The therapists have only been adequate. Overall though. I am happy to have the services available to my son. He has excelled quickly with the help of services. I wish first steps was more advertised.

First Steps has given us pointers to help with our son and to try to understand his thought process. They are extremely easy to work and flexible with our schedule. We are very glad we are all able to utilize them!

My child needed a speech evaluation for the St. Charles School District because he will be turning 3. There are too many "meetings" scheduled at times in convenient for me but very convenient for her. I shouldn't have to take off work 3 separate times in order for my child to get an evaluation and plan. I also felt that she was not very receptive to my opinions/observations during our first meeting, interrupting me while I was speaking and trying to discount any concerns that I was having.

Our child was born with unilateral hearing loss. WE knew about the problem right way (because she has a malformed ear), but it was very confusing and scary initially because we didn't know who to talk to. We are very proactive and we wanted information immediately. A friend knew of your program and suggested that we contact you, wow we actually initiated our involvement in the program. We eventually received information in the mail about First Steps but it was 2 to 3 months after our daughter was born. So, our suggestion would be to be more visible to new parents. Otherwise we are thrilled with the services we are receiving.

Our provider does a wonderful job helping our family. We feel very blessed to have her as our First Steps provider. She is knowledgeable, caring, encouraging, and helpful. Additionally she is very flexible with scheduling. I feel she truly cares about the success of our family.

The first steps program has been helpful, We are very appreciative to all involved in helping my child's speech and our family.

The speech therapist is great. She is super knowledgeable and works very well with my child.

Our service Coordinator is a great resource and an advocate for my child.

Excellent assessment and services provided by your program. Our service coordinator was fantastic (skills) and we appreciate all the advice that she gives!

I feel that they do nothing to help my daughter. Physical therapy come for about 15 minutes and just talks. Never gives me worksheets on my daughter or touches her. There I no parents as teachers. It is a waste of my time. The only reason I keep it is for my doctor. I rather not go against her wishes.

First Steps has been a very valuable and enriching service for us and our son; we believe it greatly improved his speaking skills and developmental progress.

We love our first steps ladies and the help they give us.

I couldn't be happier. My son's speech delay was very concerning to me. Our providers were there not only for my son but there for me to.

My child and I love our providers and would not know what we would do without them. Love the program.

The therapists my child has are very friendly and knowledgeable. They work well with my child and have provided things for him to help strengthen him and/or have made suggestions and we have provided those. I have high hopes that my child will strengthen enough to be able to do some of the things other children can do. Thank you to first steps for all you do. You are very appreciated.



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I don't believe one therapist once a week can provide all the services needed for my child also there needs to be an autism specialist on the team that would be extremely helpful not just a therapist guessing things outside of their field.

Thanks for everything, we are grateful.

Great programs. Great employees.

Love our therapy sessions!

I love the service. It has helped my daughter tremendously.

She is very knowledgeable and puts her knowledge into helping our child and our family to better us all. I am so blessed to have her come see our child monthly.

Also, received services from my grandson. It was very helpful.

Missouri First Steps has been instrumental in helping our daughter progress toward age appropriate goals. In addition all the staff has been amazing in helping us "deal" as a family with our daughter's disability.

Our child has improved but still not to a point he can consistently be remotely understood in everyday conversation, or requests to meet needs.

First steps did an amazing job helping my son begin to speak. They worked wonders with him and understood his issues and how to help me deal with them. Aside from the initial speech therapist we had not being a team a player and not helping or giving advice when questions or concerns were raised. First steps was great. I do wish services would be provided longer for children who don't qualify for special ed/therapy services but still require therapy.

Our son's physical therapist has been fantastic!

We love our provider! She is amazing with our son!

Our provider is so highly trained and skilled and our daughter loves working with her and actually enjoys speech. She is a real asset to the program.

First steps is the best thing I could have done for my child. Thanks.

Such a wonderful organization and group. She is amazing and so helpful. She truly cared about my daughter and was always helping me be the best caregiver I can be for my daughter.

Everyone we dealt with was extremely kind and helpful. We couldn't be more pleased with our experience with First Steps, our coordinator and my sons therapists!

Thank you!!

Excellent teachers. Very knowledgeable about our son's needs even prior to diagnosis.

She did an amazing job and very willing to help answer questions and address my concerns. I enjoyed working with her. She does a great job.

Our providers are awesome to us. They have definitely changed our lives for the better. Now that our child is 3, we will definitely miss these ladies.

I do not know where my son would be without the guidance they have given me as a mom and teacher. I love this program and sad when it ends. Our providers are amazing women who help bring out a better me and are loving for my son! Love them!!

We can understand our little one's needs. Where there used to be fits and screaming. We now see and hear clearer communication between us all as a family.

We talk to our service coordinator every month and have weekly speech therapy.

We had to put our child in private PT and OT as there are no approved PT and OT services in our area. Making the 2 hour 15 minute round trip to Memphis was too much. We have therapy providers less than a mile from our house, and dozens within a 30 minute drive.

We love First Steps and the staff who work with us and our child. They gave me hope and purpose for this little guy when in the beginning hope was rather bleak. Our child and family have made big strides because of First Steps.

Great program! We've gotten better results than I ever hoped for! I find all of the paperwork a little overwhelming, but our provider is great about walking me through it. I only wish when we first started we could have begun services quicker. There were multiple steps, taking a few weeks each time. Worth it in the end!

I think first steps is a wonderful program, but sometimes the therapists say different things than doctors say, and it gets stressful. I think therapists should just help you with the problem and not try and diagnose the child. That is for the doctor to do. Other than that I think they are nice people and try to work and give the best advice they can.

Our service providers are excellent. The only issue we have had is lack of information from our service coordinator. We are less than 3 months from the end of our First Steps services, and she has yet to provide information regarding the next steps program, which I learned about from a friend.

It took a long time to get services started. I personally had to make phone calls myself to find an OT to provide services to our daughter. However the OT we have now is wonderful. Our daughter is doing so great and it is because of her dedication to our family.

I enjoy it at home service. I love that you guys work around her daily routine. I have seen some improvements even more that she been on this program only for a month. My daughter has grown onto her therapist and get excited when its time to "play."

My service coordinator is so patient and kind and answers all of my many questions in a way that I can easily understand them. First Steps has been wonderful for me and my child and has made me feel more confident in parenting my preemie child. Thank you!

Our OT/PT therapist has been heaven sent and is wonderful to work with. She's helped our daughter to progress so well and further, quicker than what we thought possible. Please acknowledge her for an outstanding job.

I can't say anything bad about First Steps! Our service coordinator and service providers are amazing!

The services we received have been invaluable to us in learning how to work with and raise a child with autism. Our service providers are very knowledgeable in the fields of expertise in working with children with developmental delays. Because children are being diagnosed earlier with autism, service providers, families and children would benefit if the service providers received additional training on young toddlers with autism.

The recent addition to special instruction from CID has been so helpful in helping us teach our daughter to listen after diagnosis of mild conductive loss. All of my concerns have been addressed by our service coordinator in suggesting services I wouldn't have thought of (at our most recent meeting). All of the support and services provided through First Steps @ CID have been amazing and so helpful.

As a full-time working mom and dad, our time is often limited. For the most part, our services have been available at times convenient for us. We have had issues with some service being late consistently (within the date set) to our home and when it's provided at school, which has been a problem on several occasions.

The comment was made to me several times by people outside of first steps that if I lived in St. Louis county my child would of received more services that she needed.

I appreciate the services we received. I know they are life changing. A parent just always wonders what else I should do for my kid.

Work really well with the therapist. Able to contact them with any questions and/or concerns whenever needed.

We have seen great improvement in our son since he has started the First Steps program.

The PT for our son has done a remarkable job in teaching and showing our son how to achieve his milestones and how to perform at the age level he should be at.

This program has also shown us, as parents, different things to improve on with our son in his daily life. So far, First Steps has been a great experience all around!

We enjoy working with 1st steps. Even my son looks forward to see them come. We will miss them once he turns 3 years old. Thanks for all you've done.

First Steps has been wonderful for our family. They are amazing people who have helped in so many ways. We are very thankful for First Steps.

If you say you are coming out a certain day do it and be on time or cancel and reschedule in a decent amount of time. Learn to start listening to the parents and don't get an attitude with them when they ask why you didn't show up and why you didn't call.

I think First Steps was great. I heard about First Steps when our child was being discharged from the NICU. I don't know if I would have known about it otherwise.

I wanted to ask for more frequent therapy but I got the feeling that my child's therapist and service coordinator didn't want to increase it.

Overall, First Steps provided a valuable service to our child and our family.

We absolutely love working with our coordinator. She teaches not only our son but us as parents. Thank you!!!

Love her life saver Love Love Love Thanks

Our service provider is great. We communicate great and she is awesome. I see a big difference in my son's speech. He loves her.

First Steps changed our child's life! I'm very grateful to everyone that helped him (esp. his SLP and our service coordinator) . He went from no words and uncooperative to the happiest 3 year old I've ever seen/talks to anyone that will listen. Thank you so much!

I'm very glad that services were available to my child. They did a very good job of evaluating my son and addressing the issues. I really hope this program does not get cut by the government.

First Steps have great people!



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It has been good it has really been helping my son a lot.

Our Family Service Coordinator and our PT are fabulous. We love working with them and have been great with our girls.

Service coordination only

Service coordination only

We are incredibly happy with the First Steps program. Our service coordinator is wonderful and so kind. She always makes sure I understand and am comfortable with all aspects of my child's IFSP.

At times it can be frustrating that services cannot be adjusted or orthotics requested fewer than at the 6 month IFSP mtg.

My family has benefited so much from the First Steps Program. I could not ask for a better coordinator or therapist - she is the best!! And she is amazing. Thank you so much!

Thank you!

First Steps has been a huge asset to our child. She feels free to vocalize more and more each day.

Our therapist is great. If we ever had questions, concerns or need information she is always willing to give us info or find the info we need. I have to say she wasn't just able to help our son but she definitely helped me as a mother and person.

I knew that Mo. Had an early intervention program and I knew my daughter needed help, but no one seemed to know what that program was. I probably called 10 different places before someone pointed me to First Steps.

First Steps is one of our most important resources when it comes to parenting children with special needs.

First Steps has helped us especially my daughter tremendously. We are so happy that we are able to work with such good person and helpful from First Steps.

Just keep up the good work!

Our family believes that First Steps is necessary and has been a tremendous blessing to us. The support and assistance given by the service providers has been life changing for us. We are very grateful. While we do not understand the model (primary provider having to be with the other providers) as we feel this means less for the child in need, as a whole our experience was positive. Thank you for all you do.

I really appreciate speech and behavior occupational therapists. They are truly a blessing to my family. My grandson is much more advanced. At one time my grandson didn't say anything until FS came into our lives, he says words all day (even in his sleep). But I really feel they are our angels sent to us. We are truly blessed & very thankful for your assistance and please let them know how thankful we are.

Our SC was amazing & very helpful. Always available if I need her. She is so helpful & explains the process so well, we really didn't have to contact her for many things but when we spoke she was always there for our child & family & very understanding. Our therapists are valuable to FS. We could not have any person better than these 2 therapists. Our son has grown so much in the short time with these wonderful ladies.

My child's therapist, was the best. My son fell in love and trusted her.

Although I am familiar with education jargon, much of the IFSP meeting talk went over my husband's head. Some of your games felt fun, but not directly aligned to my son's needs. Much of the IFSP determination process felt subjective.

My child's speech therapist has helped our family so much. We really see the development occurring and are very happy.

I am very thankful for all that FS has done for my son & my family. They never make me feel like he is behind or has learning issues, they make one feel like that he is perfect the way he is & will be fine the older he gets. I appreciate all their thoughts & support. Our weekly visits with her are so helpful. She is amazing & we are thankful for her.

We have only been with First Steps for a short time and we absolutely love it. We just wish we would have known about this program way sooner. We love it!

First Steps has been wonderful! Our speech therapist is the best! She not only helps with speech but everyday learning with everyday tasks. I wish First Steps went past 3 years of age.

Obviously we had problems. My child got the right therapies but only about 1/4 of what he needed. The PT tried to take one of his orthotics even though she was over her head and her mistake set my son back further. Later they referred him to a First Steps provider orthotics clinic. Why not when he first got braces. Service coordination took days and often weeks to simple request because she is overbooked. My son is doing ok, but First Steps had very little to do with it. I like my providers, but they are just stretched too thin. We don't need the PT at the IFSP meeting. We don't need meetings full of so many questions I need a babysitter. That's part of your budget problem.

First Steps program is a great program!

We were very blessed with our service coordinator. My concern is that even though our daughter qualified for 1st Steps, she doesn't qualify for an IEP (will for a 504 plan) and I am wanting only the best for her. Her vision is very limited and I wish 1st Steps could transition into an automatic 504 plan/IEP for those who don't qualify for SPED. We are fortunate our daughter is bright and finds ways to cope with her disability.

17. My child has a brain tumor, not a disability.

23.b. We are confident in our parenting abilities with or without First Steps.

23.d. My child's future is dependent upon multiple other variables, none of which are related to First Steps.

Thank you! Our boy is thriving and is so happy when our therapist walks in the door and hates to see her leave.

It was hard to first locate a physical therapist in our area and one who kept a consistent schedule in our area. First Steps helped our family in numerous ways. I firmly believe our child would not be as successful if it were not for the First Steps program. Our therapist was always there for us and answered all questions. Most of our therapists were there for us when we had concerns or questions about our child's disability/special needs. We are grateful for the First Steps program.

We have been very happy with the girls who come work with our son. They are helpful, patient, and help our son a lot. We are very grateful for First Steps and the services that they have provided for our little boy. We are seeing him make tons of progress and look forward to seeing him get closer to catching up with children of his own age.

We love the speech therapist that works with our son. She has made a huge difference in his language skills. She always has ideas that I can do at home to help his development and is always ready to answer any question I may have.

Payment needs to be easier - electronic. Billing needs to be friendly to use healthcare spending accounts. Every month I must send documentation separately to be able to use my funds, frustrating aspect.

We started FS as a recommendation from the PAT program. We wish we could have known about PAT sooner as well as FS. More advertising is needed to get to parents. We were well pleased with our FS provider. Our son looked forward to seeing her every week. In the short time she worked with him, he gained several words and improved in behavior. Our coordinator was also very helpful.

We see our therapist weekly and service coordinator as needed. We have enjoyed First Steps and love our therapists!

In the beginning there was very little guidance about which services to ask or to start with they deferred to the parent. Well as a parent never having been in this situation it would have been nice if therapist or coordinator would have stepped in and said with my experience I would start him out with these services.

The only thing I would improve, our daughter has down syndrome. I would have liked to hear more at the beginning about what areas children with down syndrome might need help with. For example, I as the parent had to say "tongue thrusts, I would like help with that." I would have preferred having the evaluator who met with my daughter telling me things she noticed. As a parent I might not know what is typical for any child's development. A parent might not know what help the child needs or might not know what areas to ask for help.

Our coordinator is wonderful as well as the speech coordinator. All the students that come have been wonderful. First Steps has been awesome!

First Steps is an excellent program and I would suggest it to anyone in need!

Overall, it was a very positive experience and had a positive impact on our child's development. Three of our primary challenges are the difficulty gaining eligibility into the First Steps Program (believed he should have qualified during our first evaluation), scheduling difficulties with our service providers (our physical therapist was routinely 15-20 minutes late for our appointments) and our outstanding appointment was rescheduled more frequently than we desired.

Thank you!

They are very helpful in every way that we our child needs. We are so glad that they have this program for children that have a disability. Thank you so much for everything you do.

Our service providers are great. We absolutely love them and appreciate them so much. Our service coordinator was awesome. We are so thankful for the First Steps program.

It was great!

Everyone with First Steps has been great.

The Missouri First Steps program have absolutely changed my life. I am so lucky that staff works with my family is so caring and encouraging. My daughter has only been in the program about 2 months and every day I see her in action with her I cry tears of joy. I've seen so many amazing improvements and I absolutely love and trust my daughter's therapist. My family is truly blessed!

I have had the best experience with our providers. They have been on top of the whole process in getting my little girl evaluated to questions I had about procedure in taking up where she leaves off each week. I simply want to reinforce the modeling set before my child and continue to help her learn and speak correctly. I could not have asked for a better teacher or supervisor. Both ladies have done an outstanding job. Thank you for the services First Steps provides.

Our SC has been an amazing and I've had truly talented therapists. Going through this with 2 children has been difficult for our family but the support and guidance of the FS providers has made all of it seem easy. I can't thank her enough for all she has done to help and advocate for my children. My experience with FS has been truly wonderful. I have no clue where my precious boys and I would be without this program.

Our son is making drastic improvements since our therapist has been coming to our house.

Our service coordinator is wonderful. My only complaint is being switched to a different service coordinator without input from the family. I think you should be able to keep the same service coordinator the entire time with First Steps.

Very helpful group of people. Very nice and care about helping my child with his hardships.

Our child's provider really connects with our son and does a fantastic job.

Our provider has been a true God-send to our family. As first time parents to a sensory issued child we felt helpless and so far behind our friends children. Now we have so many resources and are far beyond where we ever thought we would be. Thank you!

Our sign language provider doesn't show up half of the time and when she does she wants to visit and bring toys to play with our child instead of teaching her sign language! I feel like the fact that our child has cochlear implants she doesn't want to help her learn sign language. Our provider tries to show authority and tell us as parents what to do instead of doing PT with our child. Our child is on Medicaid but I do pay taxes and have for lots of years both waste tax dollars.

We have only been in the program for 3 months and every week I can see improvement and he does something new on his own! They are great to work with.

Our daughter receives SI and OT. Her providers are wonderful, caring, knowledgeable, flexible with scheduling, kind, etc. Our daughter is doing so well and First Steps is really helping.

It took a while to get the therapy started (for the point of evaluation to when the therapies began).

Everything else was great!

I want to thank everyone that has participated and helped me and my daughter over this past year.

The service providers are the best and they work around our busy schedules, and things seem to work better when you have people who right from the start show how much they care. Thank you all.

We have amazing therapists and put my child's needs at the top of their priority lists. Before, we were not making progress with our OT. Our OT saved us and changed our child's life. She is way more knowledgeable than our previous OT and much more professional. We love and adore her.

Our child's disability was identified at birth and we spent several months in the hospital, from there we were referred to First Steps. This worked for our situation; however, I'm not sure how referrals work for children who don't spend time in the hospital. Secondly, we have been disappointed in the payment requirements of First Steps. Regardless of a family's AGI, those of us with children receiving medical attention have millions of dollars in medical bills. Additionally, even if our insurance covers 100% of all services received through FS, we still must pay FS monthly which doesn't seem fair to families who pay to have extra coverage.

Great interactions and caseworker! Very competent, cheerful, knowledgeable, and supporting OT. We love her and baby is doing more and more with her guidance. Thank you!

Thank you for this program. Also thank you that it is an in home program. Packing three children across town for multiple therapies would be very difficult.

Everyone is always very helpful and show very much love to our son. We enjoy having them in our home.

Wonderful program! We love all involved in our child's care (SI, PT, OT, coordinator, massage). Very skilled, always ready to help - I really feel they enjoy their jobs. Only suggestions, our child was a 24-week preemie with grade 4 brain bleed. He started PT a few months after starting First Steps because I asked for it (I am an adult PT), but I worry other non PT parents might not have seen some of the red flags I did. Maybe some preemies or those with hemorrhages should have.

We absolutely loved our child's therapist. She was very good and encouraging with him.

Our son does so well with them. We are going to be heart broken when we are no longer able to see them.

First Steps is a wonderful program. My son wasn't even saying but 1 or 2 words when we started and now he is able to use 2-3 word sentences. He has come so far with the help of First Steps. The only thing negative I have to say is I wish it were easier to find out about this program. I always tell anyone who is worried about their child not talking to get a hold of First Steps. Again, wonderful program. Thank you!

It's been a great help.

Overall we are very happy with First Steps. But when our little girl needed a hand splint it has taken a while to get the product for her to use it.

The only problem I have is that the only reason I know about First Steps is my sister is a pediatric home health nurse and told me to ask my child ped. If it was not for her, I don't think my kid would be in First Steps or that I would even know of the service.

I love everything the therapist do for my son. They are awesome and work around my schedule and his doctor appointments as well. I am very thankful for all these ladies do. I love these ladies if I could keep them till he no longer needed therapy.

My son has motor planning issues concerning verbal skills. We 1st met our service provider, all he could do was grunt and tantrums were a regular occurrence. After just months with our provider, my son can now form some words and tantrums are at a minimum and my son's confidence is through the roof. Ever since being in FS, my family has been very happy. My only complaint is that is was so difficult to find out about. There should be brochures at pediatrician's offices, something to get the word out. Our pediatrician no one told us about FS. I tried doing my own search and found a website for a closed state program. I just wish we could have learned about FS sooner so my son could have more time to grow and catch up.

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We are very impressed in (First Steps and their service. We love all of our son's therapists. They are so helpful and our son has greatly benefited from this program and so have we as parents. They have taught us things to help him "grow" not only @ home but @ daycare as well. They listen to our concerns & help us move "forward".

#13 - with some things, the process is very smooth and efficient (such as getting my child's communication switches). Other times it seems as there is a lack of communication flow - such as the fact that we are still waiting on lateral supports and chest harness for my child's stander. They were ordered at the end of March, and I've heard numerous times they are in, but they have not made it o the house yet (End of June). At least our PT has helped us rig it to work until them!

I could not say enough good and positive things about this program! We see a totally different child and that's a special thanks to her who comes once a week.

We have been very pleased and impressed with services for our child. She is making good progress.

First Steps is a great program. I would recommend it to anyone. Thanks for all you do.

I wished we could get PT/OT more then once a week. I feel like my child does a lot more with our PT then when I'm trying to do think with her.

Did not understand or desire the program in the beginning, but now completely understand and appreciate the services. Thank you.

Thank you.

She is easy to work with my schedule. She helps my child with his speech. She seems to be able to help him be more vocal.

She has shown a lot of progress since starting with First Steps. Thank you.

We would have been totally lost without the services provided by first steps. My only complaint is we would not have qualified without our child having a birth defect. It wasn't until he was 2 that he was also diagnosed with Sensory Integration Disorder and Autism. Our now 3, year old still cannot eat solid foods. I shudder to think where we would be developmentally without any services. Early Interventions is a must! I feel this is an investment in my child's future to become a productive member of the community.

Our previous coordinator was not so good. Our OT and speech therapist were not good for my daughter. We wasted few months of my daughters time with these therapists. Speech therapist evaluated my daughter at 21 months and said she was not ready for speech therapy when in fact Dr., neurologist and other speech therapists I have spoken to say children with Autism are ready and need speech therapy early on. I was very disappointed with these three people. First Steps is a great program helping parents and children with disabilities. Our PT , OT and speech therapist currently are excellent. I feel individual therapists work better than therapists from agencies who are only for their money and not for benefit of children. Without First Steps we would have been lost and depressed.

Since my son started the program, he has done a lot better. He has improved with his language instead of using noises.

I'm very thankful for your help and the needs and services that you guys have given us. First Steps is a good program. Thanks for your help and for everything.

My service coordinator has been a great help to my daughter as well as the family. I am beyond appreciative.

I wonder if MFS could offer psychiatric help for my children as well, or could provide me with options for my girls.

When our daughter was diagnosed with a hearing loss as a newborn we were so upset and lost. MO First Steps was there right away to get us in touch with the right care for our daughter. We are so grateful. Thanks to First Steps our daughter is hitting all of her developmental milestones.

Thank goodness for First steps. We are so grateful to everyone on our team! It is unbelievable that so many services are available in Boone County. Thank you so much.

First steps has really helped my child reach her full potential. If it wasn't for her amazing providers, my daughter would not have reached so many milestones in such a short amount of time. I am very grateful to them and this program. I wish that FS would extend the age by one more year to 4 years, because the public schools do not do justice for special needs children. Thank you for all you do!

At times we've had lengthy delays in getting assistive devices such as orthotics.

Our PT is wonderful!

My child had affection for all the workers and is making progress. I thank you for everything you do!!

We have had several weeks in a row where our provider has asked to change times and/or has cancelled my daughter's therapy.

Excellent program, my son is very fortunate because of this program and the excellent people who take care of him.

We love our providers and my child has benefited so much from the program!

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The only reason we were already aware of First Steps is because a sibling was previously in the services. Otherwise, I think it would've been a bit more difficult to find out about.

I feel that First Steps should offer more therapy. Especially when we saw a neurologist that recommended 30-40 hours a week of ABA therapy. It has been very difficult for me as a parent to find ways to pay for extra therapy since we are limited to a certain number of hours. Plus I think if a child needs speech and OT, then that should be a separate time then the other therapy, not a combination. I want my child to have the best outcome possible and with 1-9 hours a week that isn't going to happen.

Awesome.

It's just a wonderful program that provides hope and bright future for children with developmental delays/disabilities. Our therapist are all amazing and have helped me better understand my child and opened my eyes to so many small milestones children go through that you don't typically notice in normal developing children. Our family is definitely better off because of First Steps.

Our coordinator is great. I always feel like she is there to help. Any time I have had an issue or needed help, she makes things happen for us. Our ABA provider also goes above and beyond for our child and family.

We feel very blessed to have been introduced to the First Steps program. We are so appreciative of every single thing the program and people have done for our daughter and ultimately our family. My daughter would not be where she is today had it not been for First Steps. I am scared trying think what would be going on with her had First Steps not been here. We will be forever grateful for this program - being a First Steps family lead us to the diagnosis of a unilateral hearing loss for our daughter - now she is getting even more help for her challenges. Thank you so much. Every person we have been in contact with in this program has been friendly, patient, and collaborative they always put my child's needs first.

You should have neither agree or disagree option. On some of these, I would have been neutral, but the choice was forced. I learned toward the positive because I like the program.

I wish we qualified for more time spent. My son is significantly physically delayed and he keeps falling farther behind. We had to engage another PT and OT to do more services with. It's very scary and I wish we had more time. Also, I would recommend that the PT's + OT's always do their visits separately. You miss out on an hour of work another day when they go together.

Everyone on our team is fantastic. Our child has a good future thank to them!

This is great program I am truly blessed by it.

Thank you.

Our providers are amazing! My kids are doing sooo much better!

Our providers are amazing! My kids are doing so much better!

At First steps is a little overwhelming, confusing before I received services. But after getting in a routine and receiving services it was much more clear what it is all about.

Question: Why don't more doctor's know: or recommend. (First Steps)

Is it because some doctors no longer care about their patients - only for money.

Our provider has been really great to work with for my son. She has encouraged me and my sons teachers and given us lots of "tools" for controlling his sometimes crazy behavior. He has dramatically improved since they have intervened. Thank you!

Our speech pathologists has been amazing. My child is where he is today because of her. She came in, gave us hope and reassurance, gained our confidence and moreover the confidence and trust of our son. Because of the knowledge and skill set of our speech therapist, our son does not need school services, as he ages out of First steps in 2 months. Our family is going to miss her so much. We are so thankful that she came into our life.

We appreciate so much the compassionate and skilled care our child is receiving from OT and PT.

Our PT and our speech therapist are so amazing as people and in what they do. I don't know where my son and I would be without them. They are both so loving, caring, and gentle with our child, and also very understanding and optimistic as well as serious when need be. We adore them and think of them as family now. First steps is a wonderful program to be in.

Our child's therapist is easy to reach, and we feel confident on has our child's best interest. She has also helped us, with our daycare, in suggesting things here too.

Our school coordinator was awesome the entire time our son was getting services. I know we've made lifelong friendships with most of our therapists over time. I know my son will be better off having known and worked with such a beautiful, knowledgeable souls. Thank you guys for all you do.

Our services coordinator explain our child was up to date and didn't need any extra help at this time. Very nice people and great service if needed.

Early intervention is critical! This program is Fabulous!

We have a great teacher who does what my son needs and listens to my concerns and tries to help with options.

Our service coordinator and PT are both very knowledgeable and helpful with all services for my daughter.

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My daughters therapist is truly a blessing we are very happy with her. She has taught me how to be more confident in being a great mom. We look forward to her visits every other week.

First steps has been and continues to be a blessing for our family. My daughter has very involved needs and her team has always been very proactive in addressing her needs without hesitation! They think outside of the box to find new ways to reach her and motivate her and they have fought to get her equipment that has greatly improved her abilities and quality of life that we would not have been able to obtain otherwise. Additionally her team has always been there with support and advice for me as her mother as well. Her providers are like family now and will be dearly missed when my daughter ages out. I truly cannot say enough good things about. Thank you for employing such amazing people.

My child may need more time for SLP services, e.g. twice a week instead of once as present.

I am a foster parent. I have a wonderful service coordinator and love the people we work with. Thank you for the program. This child was in another foster home so I think he began the program at 8 months.

Our son has made so many gains during the first step program. We would recommend this program to anyone seeking early intervention services. We couldn't have asked for a better team.

I am overall very impressed with the First Steps program. My only concern, I don't like is when my child receives two services from 2 different coordinators, the 1 hour of services gets shared. I feel that my child needs 1 hour with both coordinators separately. Also we recently moved and got a new coordinator, love her! His previous speech person did not so a very good job teaching him skills to better his speech.

We love your program and are so thankful that it was made available for our son. We think of the therapist as friends and almost family. Thank you for everything!

I strongly believe my daughter has gotten where she has physically due to the help of First steps. They not only work with us, but also work with the learning center (daycare) to teach them how to help my daughter develop.

Her expertise is truly impressive. She is so natural with my baby. He loved her! And she challenges him!

We are so blessed to have had first steps during the early years of our daughters life. She was able to overcome so many obstacles we were very unsure of on the beginning but with an amazing team, and her strong will, she conquered all! Thanks first steps for everything!!

I feel sorry for other families who don't know how to get the best for their child. I know how to communicate in a way that gets appropriate services, but I always feel like the attitude is "Give them as little as possible". Co treating helps educate service providers but it is too chaotic to help educate family during those sessions and it often becomes to social. More written activities should be given to increase carryover. Financial assistance info or resources would be helpful as another support to families. Meeting my child's needs is very expensive.

The nutritionist we were given was not helpful when we were trying to help our daughter gain weight. She pushed rice cereal as our only option and did not provide any helpful information.

We enjoy our PT and OT.

My child's therapist is doing a great job with our son in his speech language.

Our child's ENT did not refer us to the program when he was an infant it was only later that we found our through a H&S therapist.

First steps has been a outstanding program for our child. He's excelled and is catching up developmentally every day. Our therapists have been helpful and have become so very special to our family.

Thank you!

At first it was hard on our part to have a SLP come to our house weekly and we were stressed too at what she would think of us as parents, since our child showed speech delays. As the weeks and months went by, we learned to care and love our SLP and treated her as our older sister, who helped is with our child. Now that we're done with First Steps, we dearly missed her so much and sometimes we wished we'd see her more and continue first steps services. Thank you very much!

Because our son's disease is terminal and degenerative, many may believe the services we receive are unnecessary, and the care providers could easily just do the work to "check the boxes," so to speak. However, both our service coordinator and physical therapist recognize and appreciate how this service helps improve our son's quality of life and our time together as a family, and especially, our physical therapist speaks very openly about hope for the future, which is not only the way we had already chosen to live, but so very uplifting in light of this otherwise horrible situation. We are so grateful for this attitude! Also, to be clear, on the statement, "It was easy to learn about First Steps," I cheeked "disagree," and I want to explain my reasoning. Once we heard of First Steps, it was indeed a very simple process to research and learn about services available, eligibility, etc. However, my meaning was that it was not something that was widely mentioned among our doctors or other services we receive. We happen to have heard it mentioned in passing when we were working with a feeding team at the hospital, after our son had surgery to receive a feeding tube. However, the information went no further than that. It was not until more than a year later that I saw a parent of another child who has the same disease as our son discussing how great physical therapy had worked for her child on an online blog. This prompted me to wonder why our doctors had never suggested therapy for our son, so I asked our palliative care physician about it, and she agreed it was a good idea and then arranged a meeting for us with a service coordinator. While the service has been great, I can't help but wonder how much better things could have gone had our son been enrolled in therapy much earlier.

First Steps is such a promising resource for families like ours, offering a wealth of services that can really make a big difference in quality and even length of life! Therefore, I wish it were something that is more openly discussed among a number of various medical providers, especially specialists, and more widely advertised in their offices and even among home health service companies like nursing services or even medical equipment delivery companies. Not all families may be eligible, but the services are so beneficial it's at least worth a try.

If it wasn't for First steps I don't think my son would be where he is at today. He is doing better at time outs and he don't have hour long our bursts. His attitude is better and his play is more pleasant.

I am so incredibly thankful for the services we have received through First Steps! Our service coordinator is so helpful and supportive. I feel like she genuinely care that our family receive the best help available our OT has honestly given my son a set of life skills that has completely ( and positively) changed his life. Our speech therapist visits are so cherished that my son sits by the window to await her arrival. I am so, so thankful for this program!



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I love everyone I've met from First Steps. Everyone has been amazing to my son and daughter, feels like on big family!

Our occupational therapist is extremely knowledgeable and helpful. We are very pleased with most of the advice she gives and the tools she provides.

Unfortunately, we are not as pleased with other aspects of First Steps. We requested to keep her as our child's therapist as we moved to a different part of the city. Our request was only taken until we "transition" to a new therapist. We believe a family's needs and requests should be given serious consideration as changes will affect our child directly.

Our team is an amazing group of ladies. They are like family to us. My daughter wouldn't be making progress without them. We are sad to lose them.

We have been very pleased with the care our son has received with First Steps. His developmental abilities are showing improvement. We are very pleased with his therapist and our service coordinator.

Our family uses First Steps every two weeks and my son gets so excited when he sees his 2 teachers. I also feel like me and my son would not be where we are today without the program. He has come such a long way and I'm grateful for that and First Steps. Thank you so much for your support and help.

First Steps has really improved my child's talking. Before there were no words and since we started the service he has said so many words. First Steps work great. I like to thank First Steps for everything they have done for my child.

First Steps is an amazing program. Without it our child would not have been able to reach the milestones that she has been able to. Our weekly service provider not only provides therapy but emotional support above and beyond the program's requirements. Our services coordinator went above and beyond to get extra services for our child after learning the hospital. Not other professional could do that.

#28 - Bi-weekly

We love it. They have helped us in so many ways with understanding and also helping Josiah stay and excel in learning without falling behind. He's doing so well and I am grateful for help! Thanks.

Our therapist is wonderful with my daughter. She is not afraid to get in there and help and do what is needed when my daughter is having a difficult time doing activities and is always working with our schedule. She tells me exactly our goals and what were working on and helps me be a better parent! I would recommend her to anyone!

I feel that the teaching provided by the girls that come to my house has helped our son's progress in his physical advancement.

He is now starting to say a few words.

Lee is fantastic

It has been a blessing for our family to be able to receive First Steps for our twin boys. They have been able to help us as a family find ways to help our boys and make improvement on things to help them with day to day living.

"I like First Steps"

Completed with support for reading/writing along with primary provider.

#28 - pt Bi-weekly

Only see physical therapists bi-weekly shows us what he still needs to do and things we can help with. She is very helpful.

We love our worker.

Our provider sees our child every week and she is wonderful. She has been so instrumental in the development of so many areas of our child. Our therapist is also very good to work with. She is always so nice and open. She makes it easy to express any areas that are addressed.

These individuals are why my child has been and I know will continue to be a success.

We couldn't have asked for a better fit for my child with the speech and PT therapist. Our therapists were both excellent and very knowledgeable in their field.

First Steps was great for our family. They were helpful when our child was born they were very sympathetic and helpful when she passed.

First Steps has been such a blessing to my child and my family. I have never had such support from the people on my daughter's team. Thank you is never enough, we can not say it enough!

Our therapists have been amazing to work with! Our experience has been positive one because of them.

This program has helped our twins learn and get stronger and meet some of their goals. They improve over every visit. This program has helped us as a family understand more about our boys.

The PT/OT staff have been instrumental in helping my son crawl, eat, and begin to walk.

We have weekly OT visits and monthly SI visits. It is a great program.

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Great Program!

The staff is very pleasant. Thank you!

I do not like the team approach. My child needs separate times for separate services. She is half her age in all skill and needs quality time with therapists. Currently, she is receiving only PT; she need OT and speech. Service Coordinator denied speech therapy and okayed a 1 time visit from OT for feeding. PT is great but I think my child needs more services.

Our experience has been great! We are better off with our child's speech because of First Steps!

We've had 2 different ladies our for ABA. They have been and are the greatest help and support with my kids, so much so that they are like part of our family. Both women have given tons of help to make me feel that I can better parent my sons. If I could, I would keep using one of these ladies Forever!

#25 - every other week (was not an option available)

I feel that First Steps was and is a fabulous program not only for premature babies but for their parents as well. Without this service I would have went forward "blind folded". Our instructor was very helpful and she made things easy to understand. She always handled my daughter with gentle care. Because of this program my baby has move great mountains! She can talk and walk, she is practically a "normal" healthy toddler. Thank you all for all the help you have gave myself and my daughter.

Everyone is wonderful!

I could not be more thankful for First Steps! My child is not the same child as before services with First Steps. Some providers did better than others with feedback and my only recommendation would be consistent feedback from all providers, including the center. (weekly)

Thank you for the great services.

I love First Steps, although it would be a lot more convenient to be able to pay online or even over the phone.

I am foster parent. I have a wonderful service coordinator and love the people we work with. Thank you for the program.

Our daughter requires equipment to help walk such as leg braces. Once she grows out of them she can't wear them and therefore can't even stand unassisted. The approval time to get the new braces is 4 weeks which really sets us back in her PT and gross motor development.

I really enjoyed First steps, it helped my child develop in all aspects of life.

Thank you for all your hard work and support. My son is on the right track.

My son loves when his teacher comes out. She has really helped all of us with helping his speech. He improves weekly. Our family really loves the First Steps program.

We have spoken with and used the help of our service coordinator more recently than every 6 months. We are very thankful for First Steps!

Our First Steps therapist was a nice lady but I felt that the visits were very informal with no real direction/curriculum. Often she would mention bringing a handout at the next visit and she always forgot. She did the same thing/activity for almost every visit (read a book). I had to discontinue the program as I do not believe my son was benefitting.

Every therapist we have ever worked with through First Steps program has been great! Our First Steps family has gotten our family through some very difficult times. We will forever be grateful and sad we are about to age our of the First Step program.

Our therapist was amazing. A true angel in your program. She lead us with such directions and support. She is such a whole part in both our boys lives. Thank you

Thank you so much First Steps is give we hope.

Very happy with services!

Thank you.

Thank you!

Great program!

#28 - Used the service bi-weekly

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Without the First Steps program I have no idea what we do!!

Wonderful experience! Very helpful and resourceful! WE are very grateful and fortunate for your services. Thank you!

I loved the OT. She was fantastic I also have to say a huge thank you to our First Service coordinator. She is amazing at what she does. Thank you all!

Very happy with services., We love our physical therapist.

Thankful that the program is based on income and affordable.

Some therapists were exceptional. Others need to work on their attitudes toward families and know when to just listen.

This is the second time that I've used this program. The first time was for my daughter who was born at 37 weeks. I fell in love with this program the first day! Now, I'm using the at 27 weeks. I have noticed a huge difference in him and I am very pleased. I love First Steps and the coordinators.

I am very pleased with our teacher. He has made gains since beginning First Steps. Our teacher gives us ideas to use at home and communicates our child's progress. I love the program and believe the earlier the intervention the better!

We love our service providers. My child get very excited when it is her therapy day.

Therapist and service coordinator were fantastic.

Having primary therapist here with secondary seems wasteful and they chit chat about their lives more than work with our child.

We appreciate all the wonderful help and advice they have given.

We couldn't be happier with our First Steps provider and our service coordinator!

I am thankful for the existence of First Steps. It is been very helpful of my family and my child.

She is always willing to work with us. She understands me better then everyone. If it was not for her help I don't know where I would be.

Both Therapists have been amazing and have helped our son in his progression.

First Steps came and assessed my son in March/April 2014. We have had no contact since and my son desperately need help. Phone will be on after 5/30/2014.

We really love and enjoy our services providers. She is the sweetest most helpful person. She also is so knowledgeable about what our boys need are, we are so blessed to have her be the person working with our boys and with us as well. 1 out of 10 we as a family would have to score her 11. We are very happy with First steps.

We loved it. Thank you so much! We also are so grateful that you had financial assistance and meet in the home.

While I absolutely am grateful for this program and what it has for my son and our family. The current model wasn't ideal for my son. He needs multiple therapies including, DT, ST, OT and PT. Because of the model it was easy for us to have 2 to 3 therapists at a time. This only caused distractions for my son and I feel he didn't benefit as much as he would with one on one therapy. So much to the fact that I'm considering only keeping DT so that he will have productive therapies.

Our coordinator always replies approximately/ timely manor wherever we have questions or needing to increase hours for service. Our PT goes above and beyond for us when we were looking for daycare, she helped us finding appropriate one event though it was not her job responsibility. We appreciate the services we receive.

Our service coordinator, was great. She is caring and quick in addressing my concerns. I disagreed in Item#16 only because I was not educated about the FM/DM system during the IFSP write-up so it was not included in the plan. I don't blame her because she is not an expert in the field. However, she was great in helping as include it in the IFSP later. Thank you, First Steps, for all your help!

\*We began receiving services at 9 weeks.

For the most part, First Steps was great. When getting authorization approved for orthodontics, however, it took forever. Once we had to remeasure because it took a month to have the paperwork approved. The service provider and therapists were great to work with otherwise.

Our provider is exceptional with our son and our family. Our son has already shown progress thanks to her sessions and the "homework". She gives us for him.

Our coordinator was excellent. I really appreciate all the help she was to our family. We had a wonderful speech therapist who greatly helped my twins. Thanks for a great First Steps experience.

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We really appreciate all the support and time given from First Steps. Thanks for everything! First Steps really helped knowing and experiencing new things for our child!

We love our provider is great with out son and he is making gains towards his goals. We couldn't be happier!

My child needed and was awarded all around care because I insisted and it turned out that I was right. The coordinator wanted only speech. Because we were finally given other services, my child needed OT, Speech, SI and PT. My child has a sensory disorder, doesn't speak, has tempers, and trips/runs into walls all the time because of his right foot. PT got him orthotics and now walks fine. Glad I insisted I love our team. But the coordinator could have helped faster seeing his obvious needs.

We love our First Steps providers. My child gets very excited when he knows it is time for his play time.

We love our service provider. My child gets excited when she knows it is her therapy day.

Thank you for helping our child.

PT is very knowledgeable and genuinely cared for my child. Always professional and on time.

We love our First Steps services! I have learned a lot!

Everyone is very nice and understanding.

First steps has helped us tremendously with our son with Spinal Bifida.

Awesome program. Our son would not be progressing the way he is without it. The Therapist are very knowledgeable and helpful. They also let me know about the unexpected which is appreciated.

I could not have asked for a better program for my micro premie. She excelled because of First Steps. I'll forever be thankful for this program. Thank you!

First Steps has been awesome. We have received very good services.

Everyone is very nice and understanding.

They gave me great advice and pointed out the issues to help my kids.

Wish I would have had services with my other (typically) children! I love our service providers.

Everyone has been awesome. We appreciate all the helpful information and services provided.

We have a great team who have worked well with our family and child. We will miss them.

The services my son receives are greatly appreciated and our whole family love the first step program and the people who come into our home and help build up our family. The staff has helped our son so much. It is a blessing what they do.

These answers are based on our current speech therapist and our physical therapist. Both are/were wonderful. Our first speech therapist wasn't right fit for our family and our son.

I feel as if my doctor contacted first steps to try and make more money for them. I feel as if my child has met all milestones without first steps. I feel it was improper suggestion on the doctors behalf.

I loved first steps they have helped both of my sons learn to speak. Now you would never know they had help. This program is great and very helpful for any child that is in need of anything!

Our provider works really well with our child. Works around our work schedule and we appreciate that. Thank you!

Our experience with first steps has been great! We appreciate all of their help.

First steps has been a saving grace for my daughter. I have watched her grow and blossom under the care of her physical therapist. She took my daughter under her care and from day one has been an angel in her life. She truly has done and gone above and beyond to accommodate and work with me to make sure my schedule can make me apart of my daughters learning/progress and keeps me informed every steps of the way. She is our angel and I am thankful God put her in our lives everyday. I owe her much thanks as her love as given so much!

Our service coordinator is so helpful. We are so thankful for everything she helped us with. The central finance office is not easy to work with, very rude when we called for help.

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Our therapist is wonderful! We feel she is a God sent and has become part of our family. We are so grateful for her and the first steps program and the resources we need for our son.

We have had amazing service providers for OT, PT and ST. We were blessed with a great group of service providers.

I had no idea there were these kinds of services to come to my own home until a former First Steps receiver told me. IT was my daughters Mema that referred us because her autistic son used to receive the services. She thought that physical therapy with you guys would benefit my daughter.

#5 - the process to evaluate is in-depth so I don't consider it "easy" but our coordinators did a wonderful job of helping us though it and we were happy to receive our report and areas needed to work on with our child.

I don't know where we would be without this program. Our PT and speech path. are wonderful, helpful, and encouraging.

Good job team!

We would like to recognize our therapists for being outstanding help. They have helped our family our tremendously.

My only wish is to have a little more interpersonal connection , our service coordinator. She seems to just want to fill our paperwork and ask questions without giving any opinion or guidance in regards to our specific concerns or goals. She is nice but that is about it.

This program made such a difference in our family's life. It made services available that we would not otherwise be able to afford, and helped me better parent my son. The instruction I have been given has helped me feel confident in handling his specific needs with sensory impact. He formed great relationships with his therapists and they will be deeply missed. Thank you so much!

Our FS experience has been exceptional. Everyone we've worked with has been exceptionally supportive and has encouraged us to take the reigns with our child's care and development. I'm not sure he'd be where he is now without this program. Thank you.

Everyone has always been very helpful and able to work around our crazy schedules. Also, everyone has made me comfortable and been personable.

I am very pleased with the people, services and care my son has helping him. The providers are now like family members. It will be sad when they are no longer part of our weekly routine.

I really appreciate the help and encouragement that I receive from my OT. She was definitely a blessing to me and my son and she will be missed. But that is fine she will be a blessing to other children as well.

Our provider is awesome, as well as our physical therapist! They deserve special recognition of some kind (raise, award, etc.). Thank you for the exceptional service.

Our family has greatly benefited from working with First Steps. From our physical therapist to our speech therapist. They both have helped our son improve so much and it is very much appreciated! My son loves the visits from our therapists. Thanks for all you do!

Our provider is amazing at her job, and my son loves her! She is very patient, kind and loving. We are very happy to work with her every week.

I am so grateful for both our therapists. My son was 3 months premature. But you would never know that now (except he's a little small for his age). Our therapist has been so amazing with him. She's tender to him and at the same time motivates him to push himself.

My son is where he is now because of her. Thank you First Steps, I will forever be grateful for this program.

I think that without this service our child would have not been able to show us where she needed this most help. Are I should say the areas where the she needed the most help in like showing us with some go to words or something what she wanted.

I would totally recommend the First Steps program to anyone that can utilize it. My way of thinking, even if it just helps your child in one small way, it is better then not doing anything at all. Nothing but good can come out of the program for your child. It's a win win no matter how you look at it!

Our provider was very knowledgeable about what she does and other things you/she can do to help your child. She was very accommodating in our appointments. She was very patient and understanding who our son did not feel well she would push him but only to the point she knew she could. She would get right down on the floor with him face to face and they would play/learn for the time she was there.

She will definitely be missed by all of our family, she has become a big part of it since our child was born and she will be remembered always. (too bad this has to end when your child turns 3. It's a shame it cannot continue until they at least go to Kindergarten).

Our child will start Preschool in August 2013, he will greatly miss her when their time is over.

She is a big asset to First Steps and has allot to offer any child(ren) that she comes in contact with.

A BIG THANK YOU from our family goes out to hear and your program.

She has been truly helpful, patient, informative and overall asset to our son and our family.

I wish I had a better idea of the direction we are taking w/ strategies. Weekly goals, etc.

#28 Did not know we could "use" the service coordinator, however she has called to check in with us on several occasions. I am assuming our "service coordinator" is different from the providing teacher.

Feel something should be given to us as parents to do in between visits. Tools, charts, exercises - something to help.

I feel therapists should keep a journal log notating each therapy session for the child they are assisting to help the therapist pick up where she left off at the last visit so as the therapy doesn't stall and the therapist remembers the recommendations from the previous session she wanted to stay focused on. I think this would be helpful tool for consistency in therapy. Will help limit confusion.

Limit absences/cancelling therapy sessions, rearranging dates/times of sessions

First steps has had a big impact in our lives. We are very appreciative for the help services they provide. Thank you.

Our First Steps experience has been extremely beneficial. Our current speech therapist is extremely knowledgeable and well-versed in her evaluation and the techniques she uses with our daughter.

The improvement we are seeing, gradually, indicates that our daughter will indeed develop appropriate speech abilities. It is a slow process, but with continued sessions with our therapist and our work with her, our child is progressing and showing improvement.

We have enjoyed our worker. Very helpful. She did an excellent job on our daughter's IFSP. If I had anything to say regarding the program, I wish more people were familiar with it. I have been a foster parent for 8 years and I did not realize these services were available. Thank so much.

We feel supported and our son is treated with dignity.

We are very happy with our providers.

We have a four month old preemie. At this time we are not concerned for her developmentally so our life is not "better" because of First Steps yet. I'm sure sometime in the future it will be.

Our speech therapist, is wonderful and has really helped my son progress in the last year.

Overall, I think the First Steps program is great. We struggled to find an OT that we thought was beneficial so we put the services on hold. We felt like we were getting more value from the Parents as Teachers program. We have requested services from a physical therapist but haven't been successful at scheduling an appointment.

She has been very informative and caring. Almost like family now! My son would not be where he is now without her and first steps.

I love our care provider, she is amazing with our daughter! You can tell she loves her job and is so happy and positive! She's like family! Keep up the great work.

My son's therapist is amazing! She has made a HUGE impact in his life in such a short time frame. She has been such a blessing to our family.

I Love Love Love all the service providers. Our therapist is amazing with my son and I feel like I've gotten great help from the OT and ST even though I've only seen them a few times they get to the point and give helpful tips.

My son's therapist is amazing. She works with our child every week and he has shown progress with his language abilities. She is so good with him and he loves her as do we. It will be a sad day when our last session comes.

For the coordinators and service providers to be punctual on their appointments, and if they won't be able to come to please let people know.

We love our therapists! They have been wonderful!

Our PT is very knowledgeable, approachable and has helped us with a lot of different techniques and exercises.

The teaming method does not work for our family. It is often a waste of the state's money and the therapists' time. I would like each discipline 2x per month, giving me 6 services per month (PT, OT, ST). With the teaming method we receive OT weekly, ST 2x per month and PT 2x per month. The state is paying for 8 visits. I never get OT on my own, meaning this area is lacking. When we work on OT skills, the other therapist present just sits there. There is no need for the lead therapist to implement any services because she's never here on her own. With 2 therapists here, the house is too busy, too much talking, and my child gets overwhelmed. I love my therapists. I love First Steps. I strongly disagree with the teaming approach. Feel free to call me for more feedback.

My son loves her. She helps me in my everyday routine with my son. She helps me get him to his milestones. She also helps me feel more confident in my parenting. Because of her, I can feel confident that we are headed in the right direction.

I feel she is gaining faster than expected.

First steps has been a wonderful blessing to our family. I'm so glad there are services like this available.

Our child is the fourth child in First step program. The service coordinator after IFSP meeting never contacted, did not respond to phone call or email. Delayed hearing aid, one month, and speech therapy did show up but she got paid by first step. We never experienced poor service before with use. Hope future will be better.

We feel that there is an excessive length of time between approval for services and equipment and actually receiving those services and equipment.

It is a wonderful program. The therapists are very knowledgeable about children and their behavior. My child just loves them. It is really nice that they provide services right in our home, making it really comfortable for the child and parent.



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Phenomenal folks! Thank you for moving my kiddo forward.

We have been very appreciative of the help we've received through First Steps. It has been very valuable to our family and to the development of our son. Our service coordinator and providers are all wonderful and we appreciate everything they do for us!

All staff are exceptional.

We met with our service coordinator twice as we were enrolling about (month apart). I believe our plan is to meet every 6 months, but we haven't reached that point yet.

Our therapist is great with our family! Our son really likes her and her visits. We are very grateful for her services!

OT and PT made it possible for my sons severe torticollis to resolve with no surgical interventions needed. They were life savers and our angels! We will miss them dearly.

We are grateful for the help and therapy that First Steps has given to our son. We are thankful for the speech therapist at our center.

First steps has been an exceptional program for our daughter and family. The ladies who come to our home tell me things about our child that I never would've known otherwise, to help me better understand our child's behaviors and actions.

I am very grateful for First Steps - all are awesome!

Love first steps!

I appreciate all the hard work they have done with my child. We see her about every 6 months. If we need her any other time, she is right there to answer questions.

thank you

We have had an extremely positive experience with First Steps. Our therapist/specialist is so knowledgeable and helpful. Her insight has given us the reassurance that our son's development has been on track.

Our First Steps service provider is effective and knowledgeable in working with my daughter. She is very kind and wonderful with children. My daughter has warmed up to her and we all enjoy her visits. I am thankful for my parents as Teachers service provider for helping us set the referral for the First Steps Program. My daughter has improved greatly with her developmental delay and we are so grateful. Thank you!

Our therapist was wonderful, caring, patient and encouraged progress. We are thankful to have her in our lives.

Our speech therapist was a help in teaching what to listen for and where is language development should be and what we could do to improve his language skills.

We really enjoy our appointments with our team. They all work very well together and my daughter has improved so much since we started meeting with them. I'm excited to see how wonderful her future will be because of these ladies!

Our entire team has been absolutely awesome - helpful, informative, knowledgeable and caring. Our special instructor has helped us learn so many things to help with our child's development, and our occupational therapist has been so effective and consistent with her and found ways to help her reach goals.

First Steps helps me with the knowledge to know what sort of development my child should be having as she ages. First Steps does a great job of identifying new goals my child should have set for her.

Our child is now 2 and has learned so much for first steps. She is now speaking more and listening. Without First Steps she wouldn't be where she is today. Our daughter is seen 2 times a week. Thank you!

Our provider is a true blessing to my daughter and my family also the first therapist (speech) that has enter my home I will miss her and my daughter already does.

Our son enjoys the providers coming out. He responds very well since having her as his therapist. She is very hands on and makes our son's experience very positive and pushes him to do a little bit more every week without overwhelming him.

Our son not only receives the needed therapy his therapists show him love and excitement when he's working with them. His newer speech therapist is working wonderfully with us.

Need online bill pay option - paperless billing, etc. First Steps is wonderful, we are grateful.

Sorry this is late. Please except my apology!

This is a great program. Just note - more information should be given for drug addicted children. I greatly appreciate the services and our worker helpful and works well with my child, but I think more training and info is needed on how to deal with child that are born drug addicted. Thank you for your services!

It is the most amazing program. I thank God everyday for my sons therapists. I have no idea where my son would be at developmentally if it wasn't for those ladies. Also, I would like to say that the coordinator is amazingly helpful and listens to all my problems and concerns. Thank you from the bottom of my heart!

In a caretaker. She helps with different ways but the most part its loving family that works with him. She's only there 1 hour every other week to see how much he is doing with his goals that I have with him. I'm a proud mommy.

Our son was born under 2 lbs., 4 m early. As 1st time parents we were clueless. 1st steps gave us the tools needed to get our child not only caught up but ahead. At almost age 3 he is well advanced for his age. Without 1st steps I don't think he would be where he is our "provider" has been amazing. She always schedules our visits in advance so I know when we will be meeting. She leaves me with a list of what our son has accomplished and what he has to work on. She is very easy to talk to and we have a great relationship with her.

Our provider was very flexible, encouraging and supportive. She was extremely helpful with our child. I am very thankful. The first part was awful, he was turned down for services at first and I felt the initial evaluation was only "paper" evaluation.

Our experience with FS has been excellent. The physical therapist is good with baby and has made a world of difference. Thank you.

We love First Steps and credit much of our son's progress to what we receive by way of services through the program. The service providers encouraged us to take our son into be evaluated for autism. His screening was positive and we haven't looked back. By time we received the diagnosis, we were well on our way in terms of therapy. I didn't feel so overwhelmed with "what" to do - because we were already doing it. I had time to adjust to the diagnosis and already doing it. I had time to adjust to the diagnosis and know our son was getting the best services available to us!

Would like more availability of therapists but all were booked; look for more therapists to hire to help more children in need.

Also would have liked to get his sure steps sooner but lack of order and contact info to hanger held us up longer.

They do help out in way that didn't think they would. They do a great job.

I love the First Steps program, it helps family and children at a much lower cost than a regular therapist would. Many wouldn't be able to afford other services therefore the child suffers. First Steps is a better alternative. All that being said I don't feel like my child received as much speech-based therapy that we had hoped for. I do understand there is a fine line between learn and play. My husband, our coordinator and speech therapist all agreed to discontinue services due to our son's progression in speech. I apologize for all of the scribbles, my son and husband were hovering over me. I would recommend your program. Thanks!

We have an exceptional team working with my son. Very grateful for them.

When I first learned about First Steps I was under the impression that it would be the sole source of whatever therapies my child needed. This is not the case. When first inquiring about adding another service I was told by the coordinator and a therapist that adding it would compromise other more important services and it wasn't necessary at that time. When I pushed for it 6 months later I was told the same thing but insisted on an evaluation. The therapist suggested 1 time per month after evaluating. After 3 months without much progress I asked if she thought more would be better for my child. I was informed that technically they are not supposed to give recommendations, but yes, she needed more. The initial 1x/month was suggested because that's all my daughter was allowed. I then learned from another parent to ask for an "isolated service" & that my daughter should qualify since she had spent almost 6 months of her first year of life in the hospital and was still playing catch up. In the end I did get the temporary isolated service, but why didn't the coordinator tell me this was an option. And why is the system set up for therapists not to give recommendations for services. Why is it set up so that one therapist is motivated not to encourage other services because hers may be compromised leading to a smaller paycheck? I love all of our therapists and they are wonderful with my child, but why all the games? The Teaming Model may be best for some kids, but not mine. More than one therapist at once is distracting and makes her anxious. She does not get the full benefit from either. And they get paid the same whether they come together or not, so why should it matter? The child is the one that suffers. The coordinator recently told me the Teaming Model was set up to teach parents what to do, and I was welcome to pay someone privately if I wanted more services. I am willing to do so, but I just wish all options available through the program and with therapist my child already knows would be presented as if they are not a secret.

Our speech pathologist was wonderful; caring and nurturing to my son. Had lots of fun working with her.

I hated that our coordinator changed every few months when we only meet every few months.

Excellent therapists and people to help my son reach his greatest potential.

Our First Steps experience has been great. I feel like the services provided has help my daughter greatly. I feel like I can see a difference in her speech everyday. Her therapist have been great we could not ask for any one better. They have been wonderful. They not only help my daughter they have helped me to understand my daughter better. I am now able to help her more. They take the time to answer any questions that I have about helping my daughter.

The ladies that were involved in helping our daughter were fantastic! Our provider is a wonderful woman so friendly. We felt more like family than being her client.

Great team we had!

I have has an excellent experience with First Steps and recommend this program to all parents that are concerned about their children's development. My children have made so much progress because of the support given to us from our First steps provider and coordinator and we are grateful to have them in our lives.

We are very pleased - it's been a positive experience! Our daughter loves them and so do we! Always encouraging and supportive!!!

Although we did not make much progress our experience was good with the exception of missed apt by service providers and the programs limitations on how often they can have speech therapy. We were sent to the Thompson Center for diagnosis and when they gave me a script for speech therapy 2-3x weekly the program was unable to provide it. Overall the program is great!

Our experience has been great. Our OT is amazing. She is such a blessing to our family. Our PT is wonderful also. Both of them have provided excellent services for my son. I had never heard of the First Steps program before. It was briefly mentioned once by my pediatrician and also brought to my attention but our Parents as Teachers educator. But had it not been mentioned by our PAT educator we probably wouldn't have gotten involved. I feel like there are so many other children out there that could benefit from First Steps services, but they might not be aware of the program.

I have enjoyed our time with FS and ma going to miss them as well as my child is. I feel that FS provides available services. I only wish we could continue even after my son turns three. I feel as if I have gained friends as well as knowledge. I thank all those that have taken the time to help us both.

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Service is good. Great program.

No one has come to visit my child.

We really appreciate the FS program. If it weren't for FS, my son would not be receiving the therapy he needs due to our insurance not covering the services. Thank you.

First Steps has made a huge change in my daughter's life. She has overcome many obstacles. I would recommend First Steps to anyone.

I feel you need a "sometimes" choice in your survey. Such as I sometimes agree on #17. I feel our FS speech provider seemed to know what she was doing. Our new speech provider, I'm not sure if she is just new or inexperienced but not the same as the first one we had. I feel our new provider is doing nothing for my son.

We have heard from/met with our Service Coordinator twice in the past 10 months. I feel she should check in more for these services to be more effective.

Great Experience! Thanks for everything!

I have nothing but good things to say about First Steps. I always felt my concerns were heard and considered. My child is where he is today because of the support and education we received through our service providers. These are bonds that will last for years to come! Thank you from the bottom of my heart. We love you!

We are so grateful to have first steps in our life! My son has made more progress in 3 months since being with first steps than he had in the 6 months prior. Trisha is amazing and most importantly shows us how to help him when she is not around. I am so thankful for first steps. I really feel that this program has greatly changed the outcome of my son's life.

We highly value the First Steps program and the services it has provided. While our service coordinator has good intentions, she is not well informed of our child's specific needs and disabilities. Because of her lack of knowledge, adding necessary services has been a battle. I truly had to fight to get my daughter the services our family and her timeless (at school) believed she needed. I was pressured to use the First Steps 'team members' who had no experience with my child's disability. After much push back we were finally approved to use a First Steps provider who specialized in the area needed. Service coordinators need to be taught to value and respect the experience and education of those professionals who work directly with our children and understand their needs.

We recently transitions from weekly to monthly services since my daughter has improved her speech so dramatically.

Thankful!

Excellent team made a miracle on my son. He started to -?-, has more confidence, makes friends. Thank you first steps.

She has been very helpful in helping is to get situated with first steps and get the services we needed for my child. She has been an excellent speech therapist! My son has made so much progress since we started meeting with her! Overall we are satisfied with our experience.

I wish the website would have given more detailed information when we were getting started. It would have been helpful to me if there was a FAQ of information section explaining in detail the process of getting approved, how long to expect things to set up, deadlines to meet, etc. There are absolutely no problems with the program itself, but it would have been really helpful to have more info on the website.

You all are a blessing and my son wouldn't be who he is today without you.

I absolutely love First Steps. This program has helped me so much in coping with my child's disability. I couldn't be happier with my support.

I love First Steps!!

Amazing services! Thank you!  
Our dietician was wonderful!

We are thankful for the help First Steps has given us. Thanks.

Everyone we have encountered with first steps has been wonderful! Our son only needed help on speech and we have ST once a week. Our son started with no sounds, did his first sign the day of our first therapy session, learned over 50 signs said her first word and now just talks up a storm! Our therapist is like a member of our family and is so wonderful with our son. Such a blessing to be a part of First Steps.

I have had an excellent experience with First Steps and recommend this program to all parents that are concerned about their children's development. My children have made so much progress because of the support given to us from our First Steps providers and coordinator and we are grateful to have them in our lives.

We had a wonderful service coordinator. Very professional services and providers.

Speech Therapist has been amazing not only making my son feel comfortable but actually building trust that he will ask for her. He looks towards his visits and gets excited when he learns new words as well as pronounce them like others including children he interacts with.

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1. I have a stubborn child.
  2. I have a child that is mean to others.
  3. Without warning, he claws others.
  4. He will not stop or go when asked.
  5. His toilet training.

Our speech therapist has been amazing. We love them and they have always been helpful, accordingly and there for us as well. I felt one a bit shy and not as knowledgeable but I understand it come with the territory, she's pretty new to this would and do highly recommended this progress.

All of our service providers are top notch and have become an integral part of our child's - and our family's life. We are extremely pleased with our first steps experience!

The one disagree is because we just added speech therapist and the adjustment has not been smooth on the therapists part. I am confident that it will work out better as we continue to move forward.

The experience has been amazing! We are going to miss them as our child moves onto pre-k in the fall. They have been so very helpful to all of us.